NORTEL NETWORKS

Business Communications Manager First Time Installation Guide

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Regulatory information for Business Communications Manager

Risk of shock.

Read and follow the installation instructions carefully.

If installation of additional hardware and /or servicing is required, disconnect all telephone cable connections prior to unplugging the BCM200, BCM400 or Expansion Unit.

Ensure the BCM200, BCM400 and Expansion Unit are plugged into the wall socket using a 3 prong power cable before any telephone cables are connected.

Made in the U.S.A. for Nortel Networks.
Fabriqué aux États-Unis pour Nortel Networks.
Fabricado en E.U.A. para Nortel Networks.
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This Class A device complies with Part 68 & Part 15 of the FCC Rules and ICES-003 Class A Canadian EMI requirements. Operation is subject to the following two conditions (1) This device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution
Intended for use in a protected environment as specified in the Installation Guide.

Attention
Destiné à l'utilization dans un environnement protégé comme indiqué dans le guide d'installateur.

Precaución
Previsto para el uso en un ambiente protegido según lo specificado en la guía del instalador.

C US IEC 60950 (Other Markets)	CE

Warning
Local, state and federal requirements for Emergency 911 services support by Customer Premises Equipment vary. Consult your telecommunication service provider regarding compliance with applicable laws and regulations.

Note: For information about 911 configuration, refer to the **Enhanced 911 (E911) Configuration** section in the *Business Communications Manager Programming Operations Guide*.

Installation overview

There are two main steps required to install the Business Communications Manager:

1. Install the Business Communications Manager hardware.
   For more information refer to Installing the Business Communications Manager hardware on page 5.
2. Initialize the Business Communications Manager software.
   For more information refer to Initializing the Business Communications Manager software on page 6.

Installing the Business Communications Manager hardware

1. Choose a location for the BCM. Make sure this location meets the requirements listed in the **Installation Preparation Checklist** section of the *Business Communications Manager BCM200/400 Installation and Maintenance Guide*.

   Note: If your system includes an Expansion Unit, you should install the Expansion Unit before you connect the power, telephony or data network wiring. For more information about installing the Expansion Unit, refer to the *Business Communications Manager BCM200/400 Installation and Maintenance Guide*.

2. If you are mounting the BCM in a rack, attach the rack mount brackets to the BCM.
   If you are mounting the BCM on a wall, attach the wall mount brackets to the BCM.
   If you are mounting the BCM on a table, or other flat, stable surface, attach the four rubber feet to the BCM.
3. Mount the BCM in the rack, on the wall or on the table.
4. Set the DIP switches on all of the media bay modules you are going to install in the BCM.
5. Remove the cover plates from the media bays you are going to use.
6. Insert the media bay modules into the BCM.

   Note: The DTM and DDI MUX media bay modules must be installed in the BCM200 or BCM400 main chassis, not the Expansion Unit. Problems can occur if these type of media bay modules are installed in the Expansion Unit.

7. If this Business Communications Manager system includes an optional WAN card, install the WAN card in the BCM. For instructions on how to install the WAN card, refer to Installing a WAN card on page 9.
8. Plug the AC power cord into the BCM and the AC power outlet.
9. Connect the telephony wiring of the telephones and peripherals to the BCM.

   Note: Do not connect the Public Switched Telephone Network (PSTN) lines to the Business Communications Manager system until after you connect the AC power cord. Do not connect the data network wiring until you enter the correct IP address for the Business Communications Manager system.

For more information about how to install Business Communications Manager equipment, refer to the *Business Communications Manager BCM200/400 Installation and Maintenance Guide*.

Initializing the Business Communications Manager software

After you connect power to the Business Communications Manager system, you need to set the initial configuration parameters. One of these initial parameters is the IP address. This IP address is required to connect to the Business Communications Manager system using Unified Manager. Unified Manager is the application you use to program the Business Communications Manager system.

The default IP address of the Business Communications Manager system is:

- IP: 10.10.10.1
- Subnet: 255.255.255.0

Ask the network administrator before you connect the Business Communications Manager system to the network to make sure there are no conflicts.

If you can use the default IP address, refer to Connecting the network cables on page 6.

If you cannot use the default IP address, refer to Changing the default IP address on page 11.

Connecting the network cables

1. Connect the data network wiring to the LAN and WAN cards in the BCM.
2. Use the Quick Install wizard to set the initial configuration parameters. For information about the Quick Install wizard, refer to Using the Quick Start wizard on page 7.

   Note: If you are installing the BCM as a Survivable Remote Gateway (SRG) for Succession Branch Office, you must enter the SRG keycode before running the Quick Start Wizard. For information about how to enter the SRG keycode and run the Quick Start Wizard on a SRG, refer to the *BCM200/400 SRG Configuration Guide*.

Using the Quick Start wizard

The Quick Start wizard provides easy access to the initial configuration parameters.

Requirements for the Quick Start wizard

The Quick Start wizard operates on the Business Communications Manager system, but you access it using a web browser running on another computer on the network.

Computer requirements

The computer you are using to run the Quick Start wizard must have:

- a 133 MHz Pentium CPU or higher (or compatible)
- 64 MB RAM
- a minimum of 10 MB disk space available
- a minimum screen resolution of 1024 X 768
- a web browser

Browser requirements

To use the Quick Start wizard, you must have:

- Java Virtual Machine (JVM) 5.0 (build 5.00.3805 or greater), or Sun Java JRE 1.4.1_02 or greater (for Windows versions that do not have JVM installed)
- Microsoft Internet Explorer 5.X (excluding 5.00) or 6.X or Netscape Communicator 4.8, 6.X or 7.X

If you are using Netscape Communicator, you must set the following parameters:

- Enable Java: On
- Cached document comparison: Every time

If you are using Microsoft Internet Explorer, you must set the following parameters:

- Check for newer versions: Every visit to the page
- Java JIT compiler enabled: On

For information about setting these parameters, check the documentation that came with your web browser.

Using the Quick Start wizard for initial configuration

The Quick Start wizard provides access to the initial configuration parameters. For a detailed explanation of any of the information, refer to the *Business Communications Manager Programming Operations Guide*.

1. Start a web browser on a computer connected to the Business Communications Manager system through the LAN or with an Ethernet crossover cable.
2. Enter **https://** and the IP address of the Business Communications Manager system.
   For example: **https://10.10.10.1**.
3. Click the **Wizards** button.

4. Type **ee_admin** in the **Login** box
5. Type **PlsChgMe!** in the **Password** box.
6. Click the **Login** button.
7. Click the **Quick Start** button.
   The General page appears.
8. Fill out the fields with the required information.

> ***Caution***
> This information is critical to the basic operation of your system. Ensure that the information is correct. Changing any of this information at a later date can impact accessibility to your system.

9. Click the **Next** button.
   The Network page appears.
10. Fill out the fields with the required information.
11. Click the **Next** button.
    The Telephony page appears.
12. Fill out the fields with the required information.

> ***Caution***
> This information is critical to the basic telephony operation of your system. Ensure that the information is correct. Changing any of this information at a later date can impact performance.

> ***Caution***
> You must select the region that the Business Communications Manager system is in. The region you select sets country-specific parameters such as language, ringing cadence and external line settings.
>
> If you select the wrong region, the Business Communications Manager system does not communicate correctly with the Public Switched Telephone Network.
>
> To see a list of the system defaults determined by the Region, refer to the *Business Communications Manager BCM200/400 Installation and Maintenance Guide.*

Note: You can move back and forth between pages by clicking the **Back** and **Next** buttons. You can adjust information on any of the Quick Start wizard pages until you click the **Apply** button.

13. Click the **Next** button.
    A Summary appears with all the information you have entered.
14. If all the information is correct, click the **Apply** button.
15. After the system reboots, continue setting up your Business Communications Manager system. For details, refer to the *Business Communications Manager Programming Operations Guide*.

Note: If you are using an Ethernet crossover cable, you can now connect the data networking wiring to the BCM200 or BCM400.

Programming the Business Communications Manager system

After you have set the initial configuration parameters, you can connect the Business Communications Manager system to the network and program the telephony and data networking features. For information about configuring the telephony and data networking parameters, refer to the *Business Communications Manager Programming Operations Guide*.

Tip

In certain situations, you may not be able to connect the Business Communications Manager system to the network and use Unified Manager. (For example, the network is not installed or the network has restricted access.) In these situations, you can connect to the Business Communications Manager system using an Ethernet crossover cable and use Unified Manager. With this connection, you can program all of parameters on the Business Communications Manager system.

Additional information

For more information about installing the BCM200 or BCM400 (such as wiring charts and cable diagrams), refer to the *Business Communications Manager BCM200/400 Installation and Maintenance Guide*.

Installing a WAN card

1. Attach one end of the grounding strap to your wrist and the other end to a grounded metal surface.
2. Remove the Base Function Tray latch screws and place them in a safe location.
3. Move the Base Function Tray latches to the unlock position.
4. Grasp the Base Function Tray latches and partially remove the Base Function Tray from the BCM200 or BCM400. Do not exert force on the DS30 cables or connectors.
5. Disconnect the DS30 cable connectors from the MSC card.
6. Remove the Base Function Tray completely from the BCM200 or BCM400.
7. Place the Base Function Tray on a flat, clean and static-free surface.
8. Remove the bezel screws from the Base Function Tray face and place them in a safe location.
9. Pull the bezel forward until the bezel clips are clear of the Base Function Tray chassis. Move the bezel in a downward direction between the Base Function Tray latches. Place the bezel in a safe location.
10. At the front of the Base Function Tray, loosen and remove the PCI plate cover screw (use a #2 Phillips screwdriver). Place the screw in a safe location.
11. Remove the PCI plate cover from the Base Function Tray chassis.
12. Insert the WAN card in the upper PCI slot.
13. Push the card to the left until it sits firmly in the correct PCI Riser card connector.
14. Position the PCI plate cover such that the locking screw holes align.
15. Position the PCI plate cover locking screw in the PCI plate cover and tighten the screw until the clamp is firmly set in place.

16. Position the bezel below and between the Base Function Tray latches. Lift the bezel until the bezel clips line-up with the corresponding Base Function Tray bezel holes. Insert the bezel clips into the Base Function Tray bezel holes.
17. Push on the face of the bezel so that it rests flush with the face of the Base Function Tray.
18. Install the bezel screws.
19. Position the Base Function Tray in the correct bay in the BCM200 or BCM400.
20. Partially insert the Base Function Tray into the platform base chassis.
21. Connect the DS30 connectors to the MSC card.
22. Push the Base Function Tray completely into the chassis. Be careful not to crimp the DS30 cables.
23. Move the Base Function Tray latches to the lock position.
24. Install the Base Function Tray latch screws.

Initializing the WAN card

After you have installed the WAN card, you must initialize it using a terminal connected to the BCM200 or BCM400. For information about the terminal required, refer to Changing the IP address using a null modem cable on page 11.

To initialize the WAN card:

1. Make sure the **Status** LED is on. This LED indicates that the BCM200 or BCM400 is operating correctly.
2. Attach the null modem cable to the serial port on the BCM200 or BCM400.
3. Attach the other end of the null modem cable to the serial port on the terminal or computer.
4. Make sure the Business Communications Manager system and your terminal or computer are on.
5. If you are using a computer, start your terminal emulation program.
6. Press the **Enter** key.
7. For **User ID**, type **`ee_admin`** and press the **Enter** key.
8. For **Domain**, press the **Enter** key.
9. For **Password**, type **`PlsChgMe!`** and press the **Enter** key.
10. Press the **1** key to access the **Platform Initialization Menu** page.
11. Press the **1** key to access the **Initialize Menu** page.
12. Press the **1** key to select the **Initialize Universal Profile** option.
    The Business Communications Manager system reboots to enable the WAN card.

Changing the default IP address

If you cannot use the default IP address on your network, you must change the IP address of the Business Communications Manager system using:

- a null modem cable
  Refer to Changing the IP address using a null modem cable on page 11.
- an Ethernet crossover cable
  Refer to Changing the IP address using an Ethernet crossover cable on page 13.

After you change the default IP address, you can use the Quick Install wizard to set the initial configuration parameters.

Changing the IP address using a null modem cable

To use a null modem cable, you must have a VT100 compatible terminal or a computer that has a VT100 compatible terminal emulation program. The terminal or terminal emulation program must support the VT100 National Character set.

Set the transmission parameters of your terminal or terminal emulation program to:

- 9600 bits per second
- 8 data bits
- no parity
- 1 stop bit
- hardware flow control

To change the IP address:

1. Make sure the **Status** LED is on. This LED indicates that the BCM200 or BCM400 is operating correctly.
2. Attach the null modem cable to the serial port on the BCM200 or BCM400.
3. Attach the other end of the null modem cable to the serial port on the terminal or computer.
4. Make sure the Business Communications Manager system and your terminal or computer are on.
5. If you are using a computer, start your terminal emulation program.
6. Press the **Enter** key.
7. For **User ID**, type **`ee_admin`** and press the **Enter** key.
8. For **Domain**, press the **Enter** key.
9. For **Password**, type **`PlsChgMe!`** and press the **Enter** key.
10. Press the **2** key to access the System Configuration page.
11. For **Login**, type **`ee_admin`** and press the **Enter** key.
12. For **Password**, type **`PlsChgMe!`** and press the **Enter** key.
13. Press the **Q** key to access the Quick Start page.
14. Press the **S** key to change the System Name.

15. Enter the name of the Business Communications Manager system and press the **Enter** key.
16. Press the **P** key and the **Enter** key to apply the change.
17. Press the **A** key to change the LAN1 IP Address.
18. Enter the IP address for the Business Communications Manager system and press the **Enter** key. If you do not know the IP address for the Business Communications Manager system, ask your network administrator.
19. Press the **P** key and the **Enter** key to apply the change.
20. Press the **M** key to change the LAN1 Subnet Mask.
21. Enter the Subnet Mask for the Business Communications Manager system and press the **Enter** key. If you do not know the Subnet Mask for the Business Communications Manager system, ask your network administrator.
22. Press the **P** key and the **Enter** key to apply the change.
23. Press the **R** key to change the Default Next Hop Router IP address.
24. Enter the IP address of the default Next Hop Router and press the **Enter** key. If you do not know the IP address for the default Next Hop Router, ask your network administrator.
25. Press the **P** key and the **Enter** key to apply the change.
26. Press the **B** key to return to the main menu.
27. Press the **R** key to initiate a reboot.
28. Press the **R** key again and press the **Enter** key.
    The Business Communications Manager system restarts.
29. Connect the data network wiring to the LAN and WAN cards in the BCM.
30. Use the Quick Install wizard to set the initial configuration parameters. For information about the Quick Install wizard, refer to Using the Quick Start wizard on page 7.

    Note: If you are installing the BCM as a Survivable Remote Gateway (SRG) for Succession Branch Office, you must enter the SRG keycode before running the Quick Start Wizard. For information about how to enter the SRG keycode and run the Quick Start Wizard on a SRG, refer to the *BCM200/400 SRG Configuration Guide*.

Changing the IP address using an Ethernet crossover cable

You can use an Ethernet crossover cable to connect your computer to the LAN card in the BCM. With this connection, you can use Unified Manager to configure the Business Communications Manager system.

To connect using an Ethernet crossover cable, you need a computer equipped with a 10/100 BaseT network interface card and TCP/IP protocol. You also need an Ethernet crossover cable.

You must configure your computer, before you use it to connect to the BCM. To configure your computer:

1. Click the **Start** button, point to **Settings** and then click **Control Panel**.
2. Double click the **Network** icon.
3. Select your TCP/IP adapter and then click the **Properties** button.
4. Click the **IP Address** tab.
5. Click the **Specify an IP address** option.
6. Click the **IP Address** box and enter 10.10.10.2.
7. Click the **Subnet mask** box and enter 255.255.255.0.
8. Click the **OK** button.
9. Click the **OK** button.
10. Click the **Yes** button to restart the computer.

Note: You do not need to restart the computer if the computer is using the Windows 2000 or Windows XP operating system.

After you have configured the computer, you need to connect it to the BCM.

1. Shutdown the computer.
2. Attach one end of the Ethernet crossover cable to the LAN card on the BCM.
3. Connect the other end of the cable to the network interface card on your computer.
4. Start up the computer.

After you connect the computer to the BCM, you can use the Quick Install wizard to set the initial configuration parameters. For information about the Quick Install wizard, refer to Using the Quick Start wizard on page 7.

Note: If you are installing the BCM as a Survivable Remote Gateway (SRG) for Succession Branch Office, you must enter the SRG keycode before running the Quick Start Wizard. For information about how to enter the SRG keycode and run the Quick Start Wizard on a SRG, refer to the *BCM200/400 SRG Configuration Guide*.

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